

To: Food Committee

From: Charlie Dean
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Re: **Difficulty Placing Orders / Whole Grain Foods**

Yesterday at Dinner three of us were sitting at a table close to the bar with the coffee and bananas. Each of us had to scrounge for eating utensils, napkins, drinks, and other items. The waiter knew we wanted to order yet refused to take our orders for food. This was about 5:10 pm. Time drug on until about 5:25 pm. The waiter's argument seemed to be that the table had no tablecloth on it. On other days this same waiter has refused to take orders because, according to her, the table was a "breakfast table." Breakfast is not served in the afternoon. It is disingenuous to set tables up for breakfast while dinner is going on.

After a supervisor became involved we were able to place our orders some time after 5:30 pm. One resident ordered a hot dog and no condiments came with it. The resident asked the waiter whether any condiments came with the hot dog and asked her to bring something to go on the hot dog. The waiter acted as though she did not have a clue whether anything was available or where it might be. The resident eventually scrounged for some condiments herself. There was never any tea or water brought to the table. This was no accident. This waiter frequently chooses not to respond to the needs of residents.

I have had difficulty ordering and receiving **whole grain breads** at breakfast and other meals. The kitchen does not run out of breads; it just runs out of whole grain breads.